

Fig. 1A (prior art)

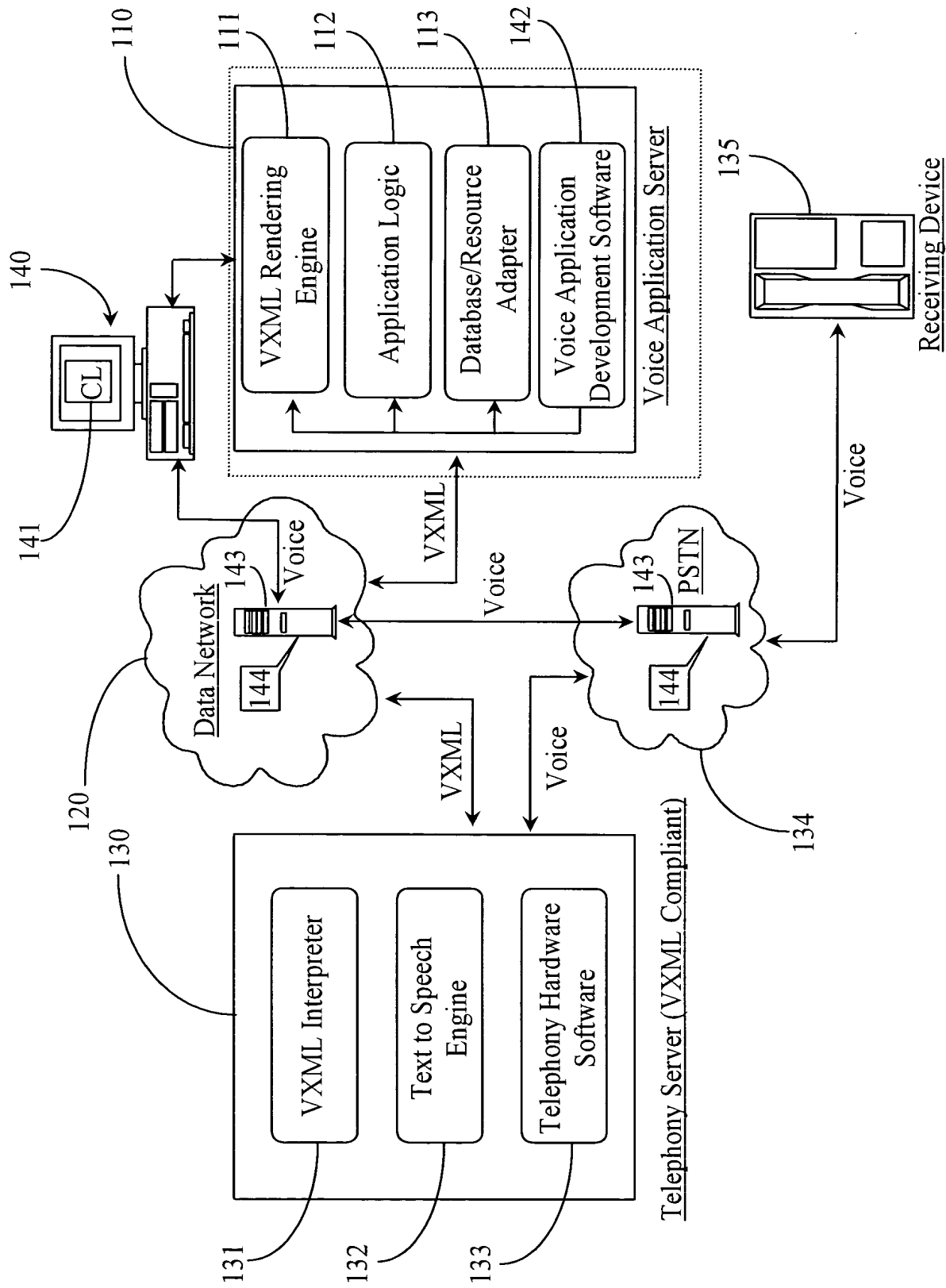


Fig. 1B

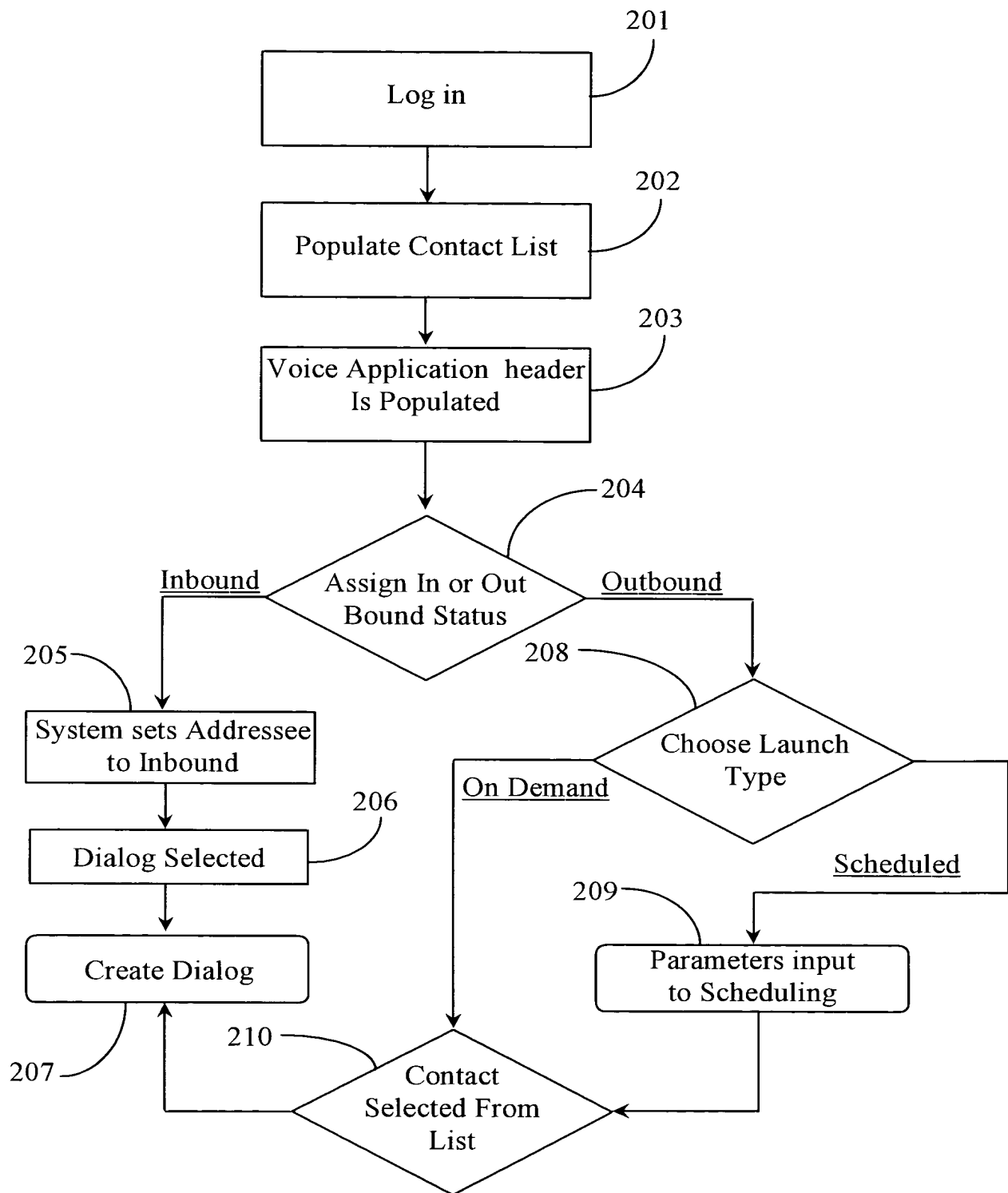
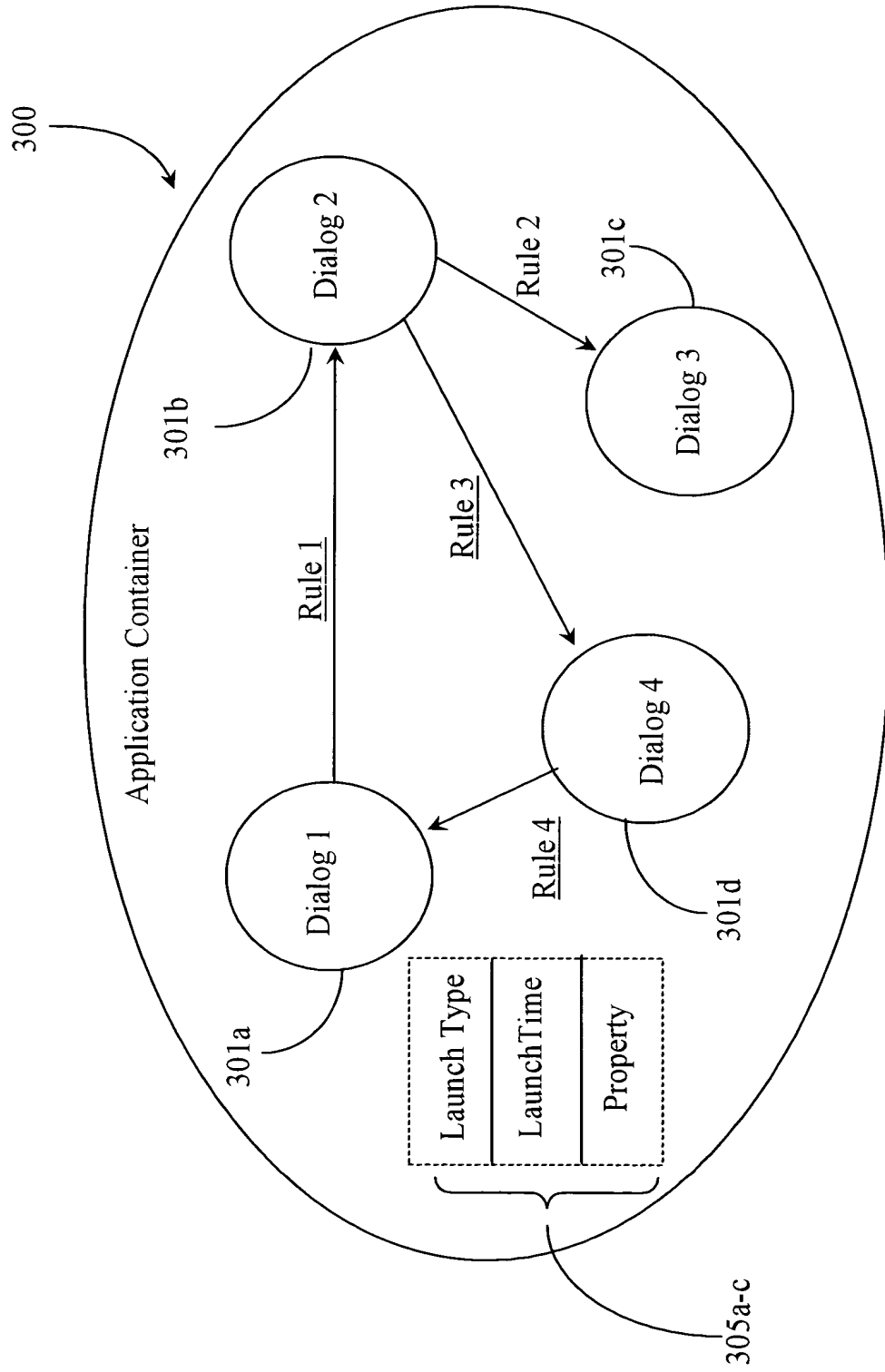
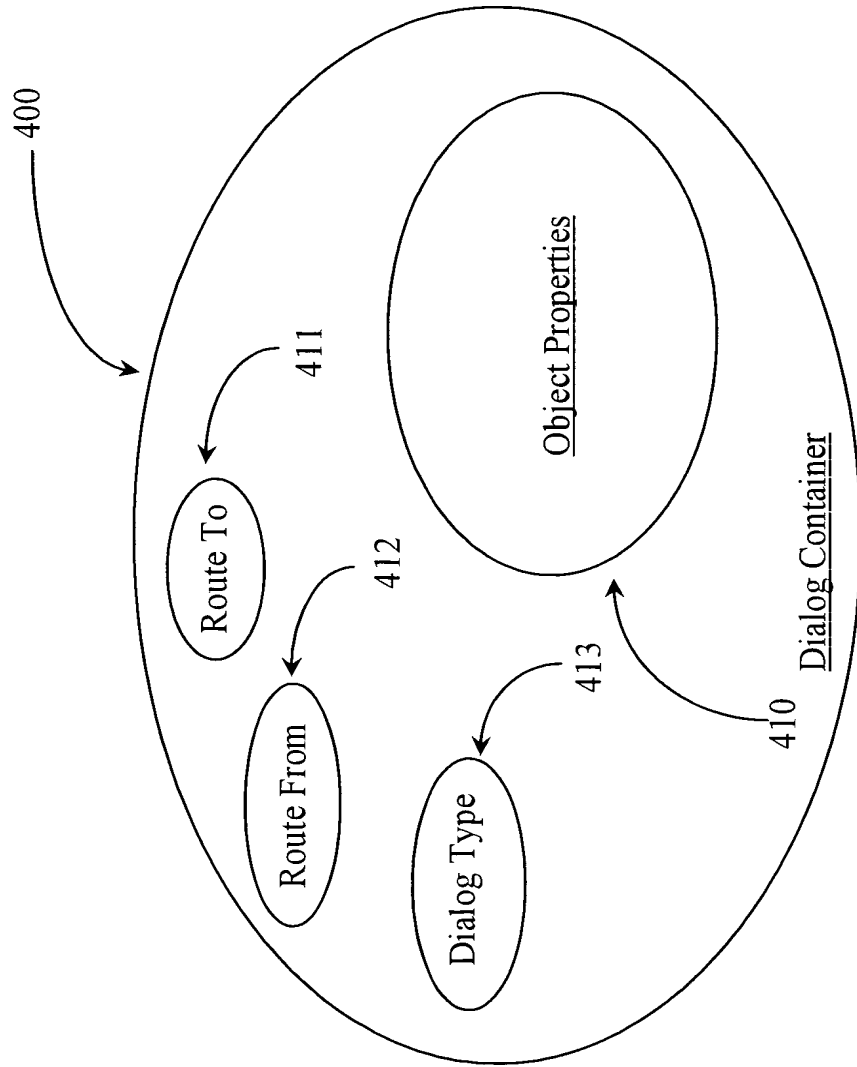


Fig. 2



Voice App Object Model

Fig. 3



Dialog Object Model

Fig. 4

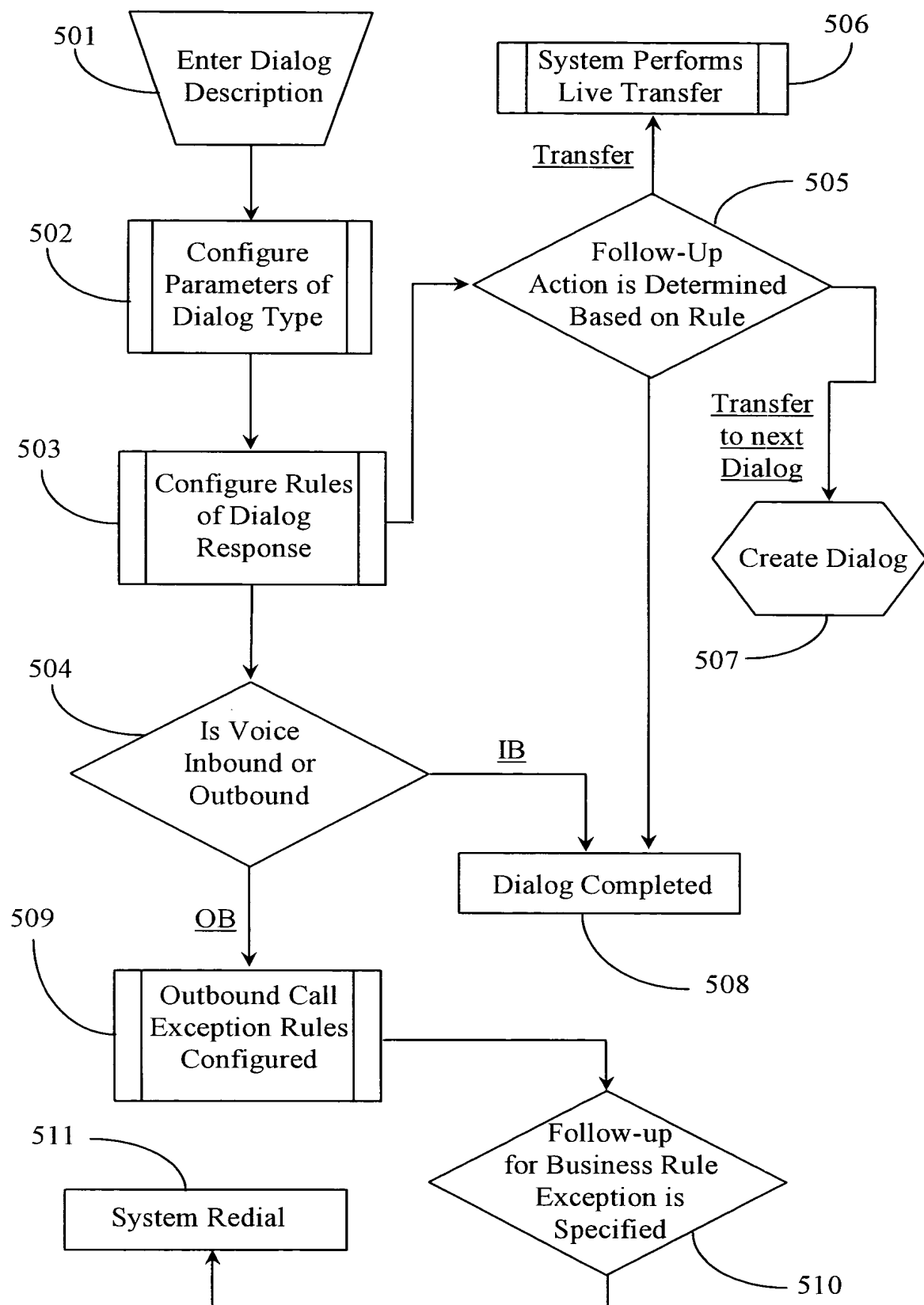


Fig. 5

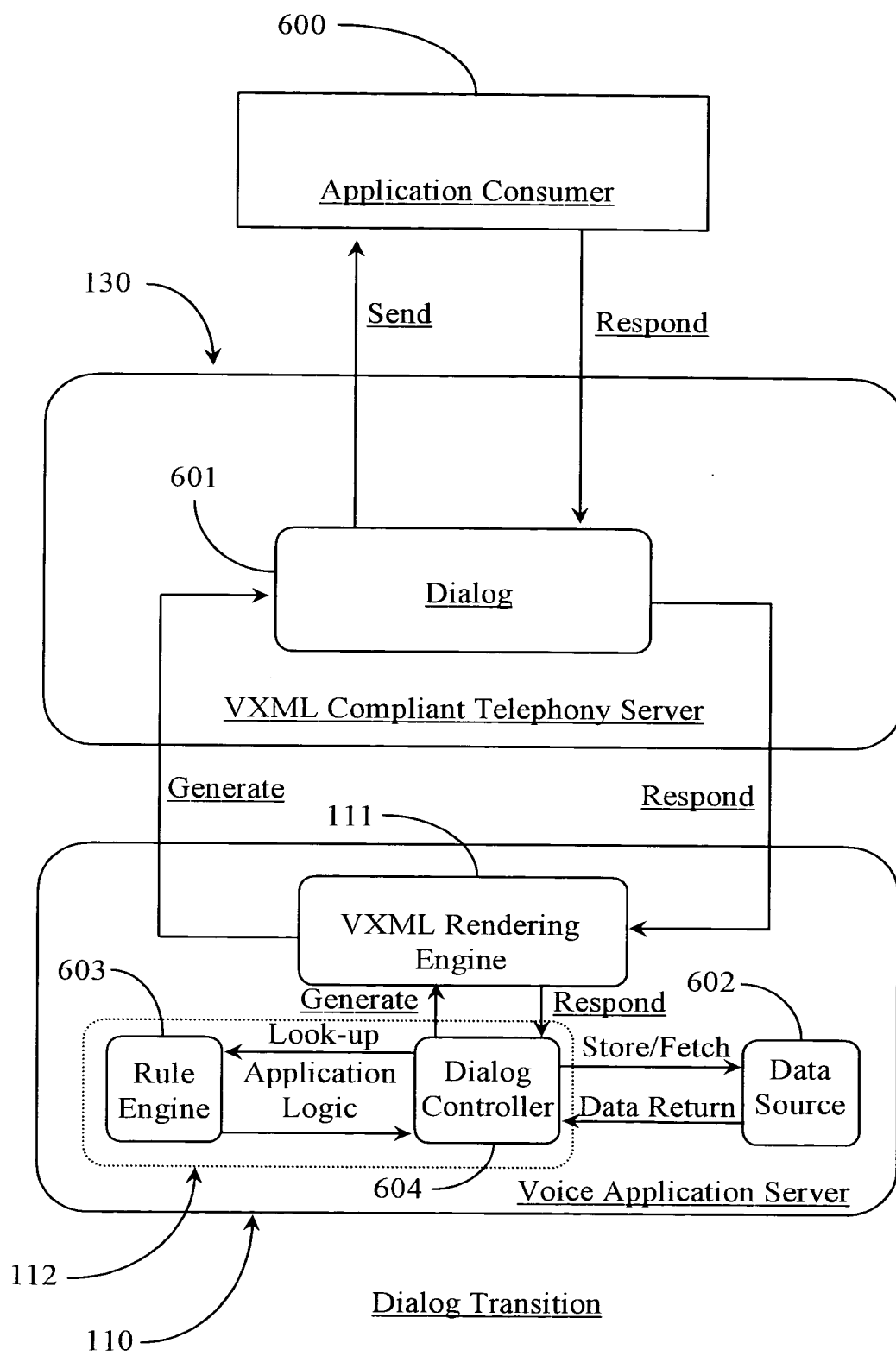


Fig. 6

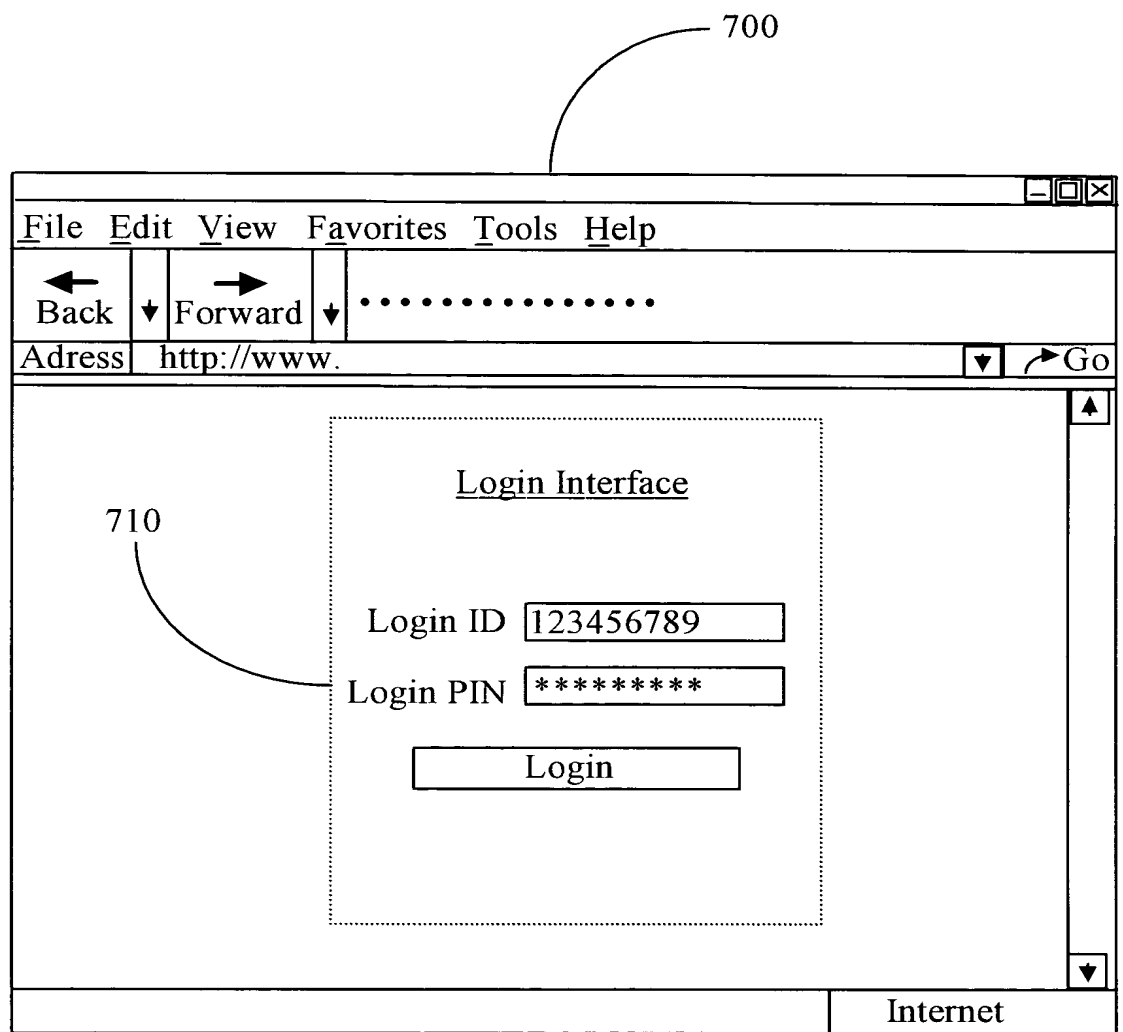


Fig. 7

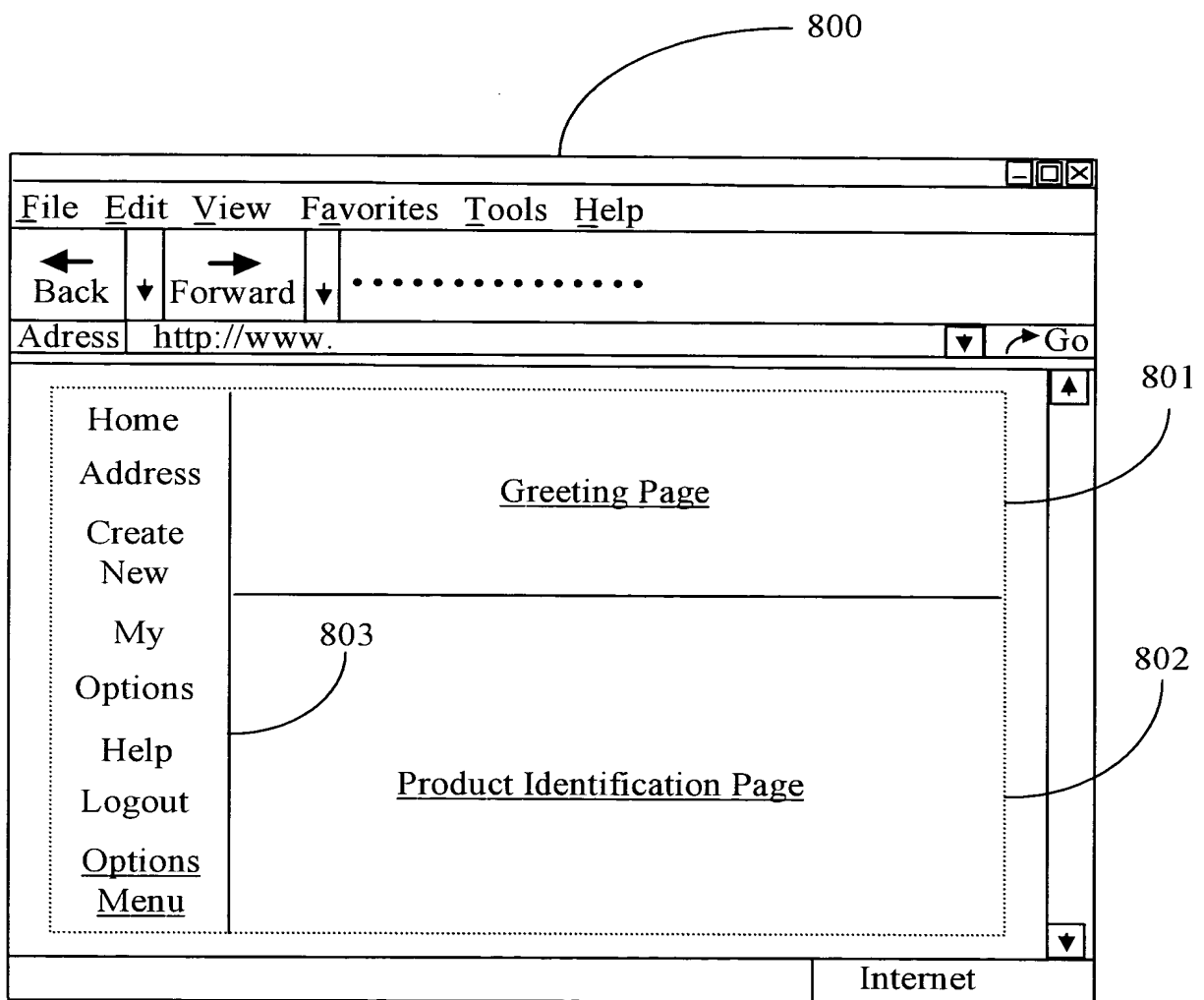


Fig. 8

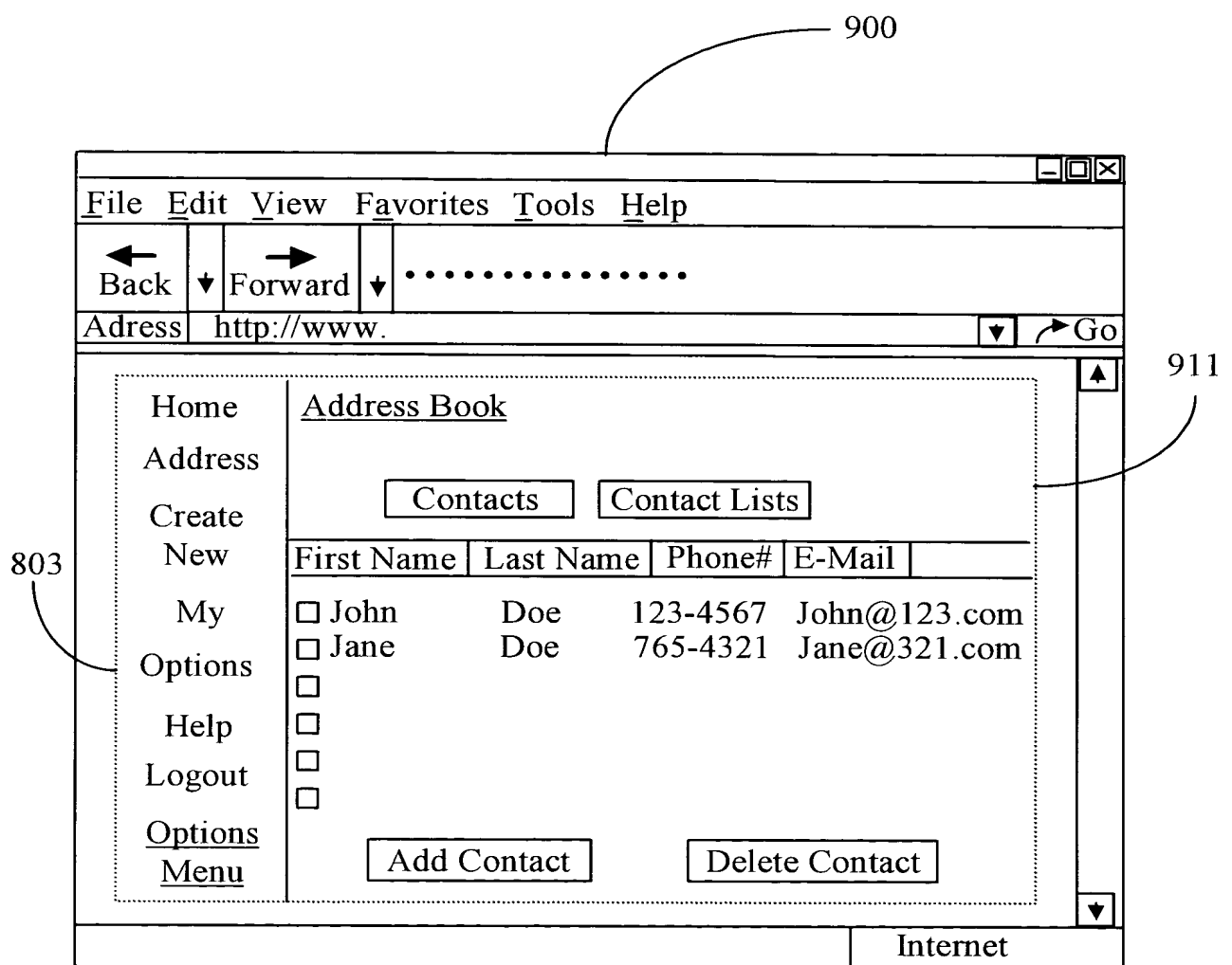


Fig. 9

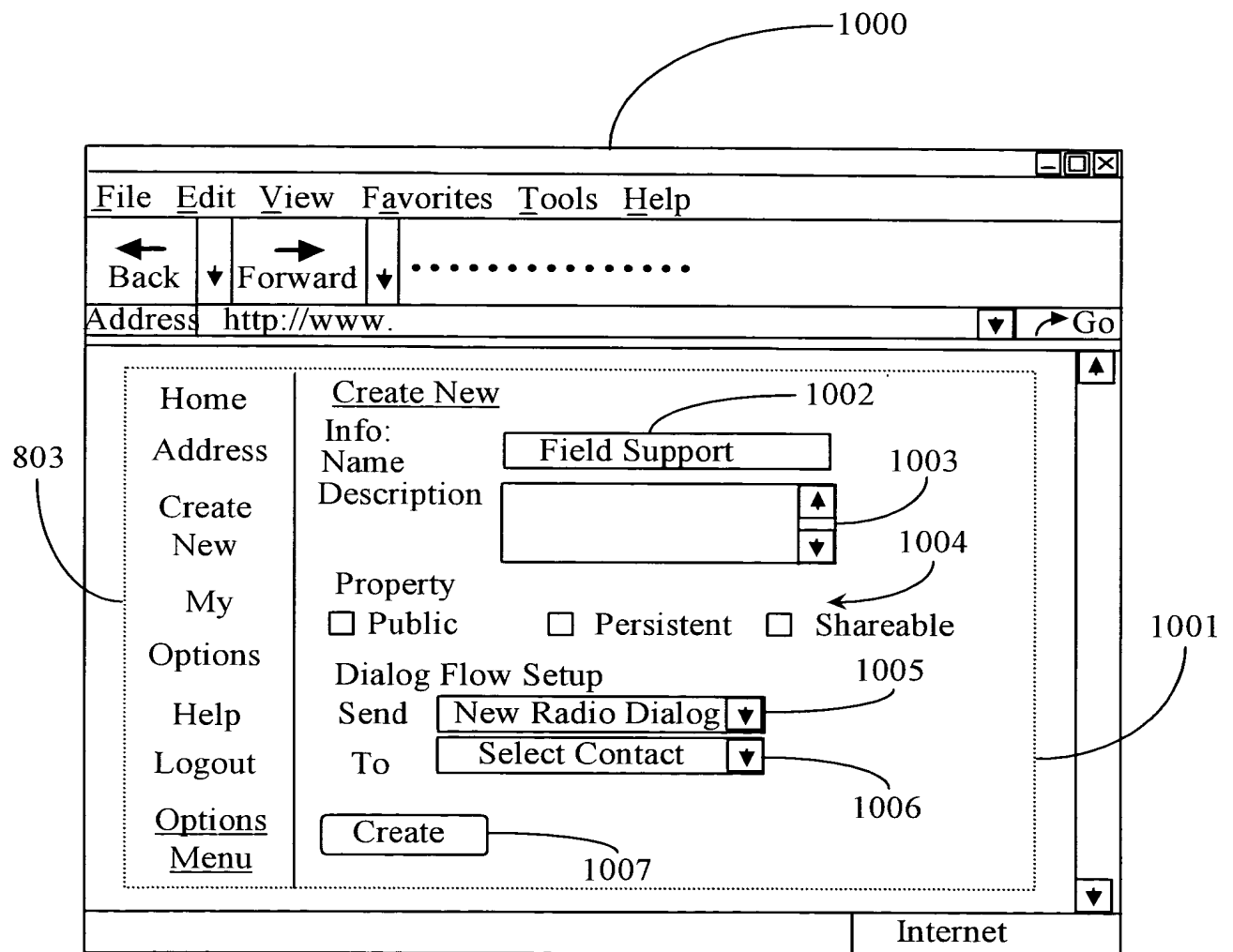


Fig. 10

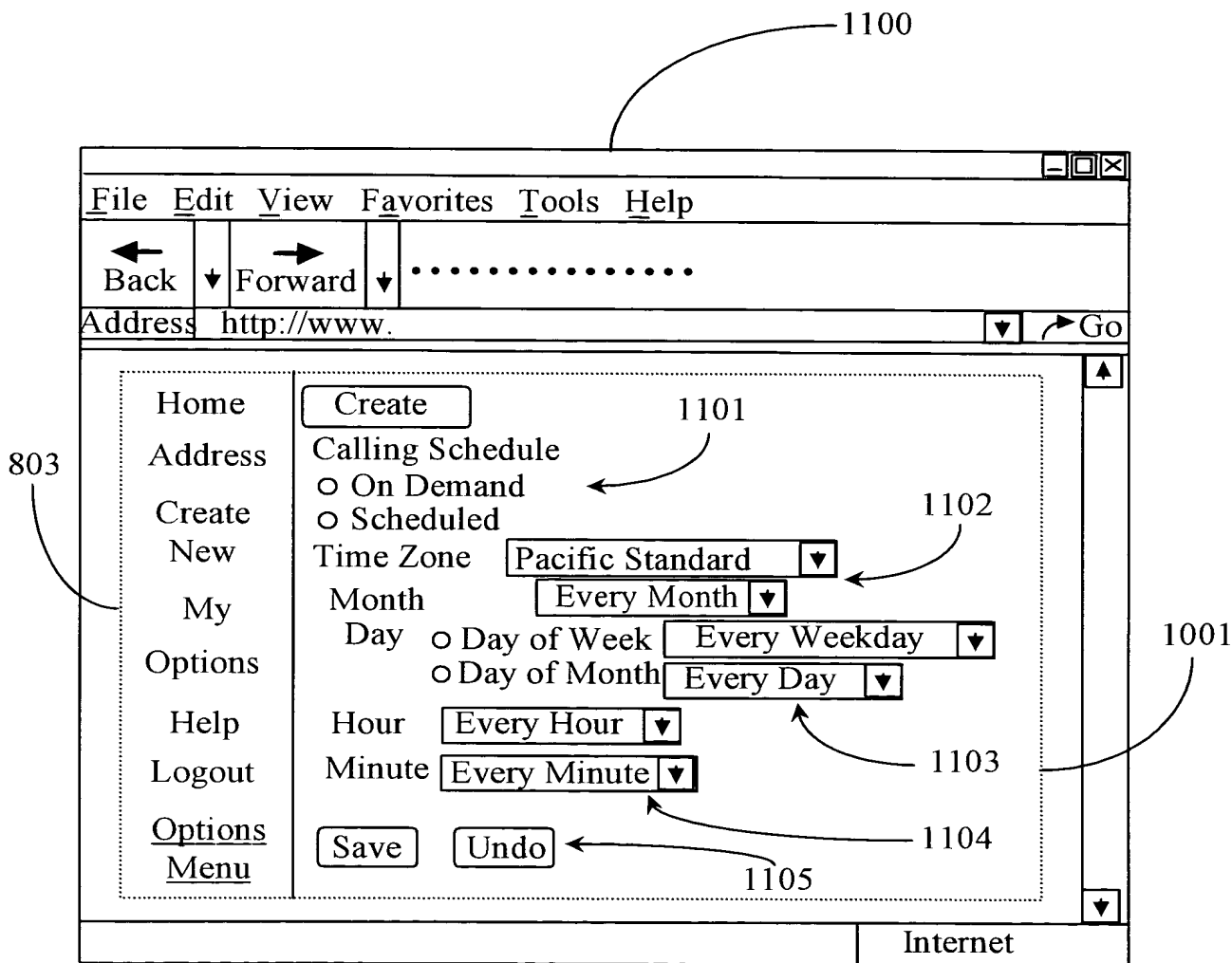


Fig. 11

1200

1201

1202

1203

Dialog Design Panel

Route to John Doe

Dialog Name

Field Support

Dialog Description

Save Dialog

Save and Close

Undo Changes

Radio Dialog Expected Responses

☐ Response
 Follow-Up Action

☐ Yes
 ☒ No Action
 ☒ Connect

Select ▼

☒ Send

R-Dialog ▼

To John Doe ▼

Select ▼

Details ▼

☐ No
 ☒ No Action
 ☒ Connect

Select ▼

☒ Send

Request ▼

To John Doe ▼

Select ▼

Details ▼

Create New ResponsesDelete Dialog Response

Route-to Connection Exceptions

Exception

Follow-Up Action

Caller Reject

☒ No Action
 ☒ Redial
 ☒ Send

RR ▼

To John Doe ▼

Details ▼

Line Busy

☒ No Action
 ☒ Redial
 ☒ Send

RR ▼

To John Doe ▼

Details ▼

Voice Mail

☒ No Action
 ☒ Redial
 ☒ Send

RR ▼

To John Doe ▼

Details ▼

Save Dialog

Save and Close

Undo Changes

Dialog Design Window

Fig. 12

1300

Save Dialog

Save and Close

Undo Changes

Dialog Design Panel

Route from John Doe

Route to Jane Doe

Field Support

Machine number <resource: Machine_code/>
is broken. Are you available to fix it?

Radio Dialog Expected Responses

☐ Response
Follow-Up Action

☐ Yes
☒ No Action
☐ Connect

Select

☐ Send
☐ R-Dialog

To

Select

▼ Details

☐ No
☒ No Action
☐ Connect

Select

☐ Send
☐ Request

To

John Doe

▼ Details

Create New Responses

Delete Dialog Response

Route-to Connection Exceptions

Exception

Follow-Up Action

Caller Reject

☒ No Action

☐ Redial

☐ Send

RR

▼

To

John Doe

▼

Details

Line Busy

☒ No Action

☐ Redial

☐ Send

RR

▼

To

John Doe

▼

Details

Voice Mail

☒ No Action

☐ Redial

☐ Send

RR

▼

To

John Doe

▼

Details

Save Dialog

Save and Close

Undo Changes

1301

1302

1303

Dialog Design Window

Fig. 13

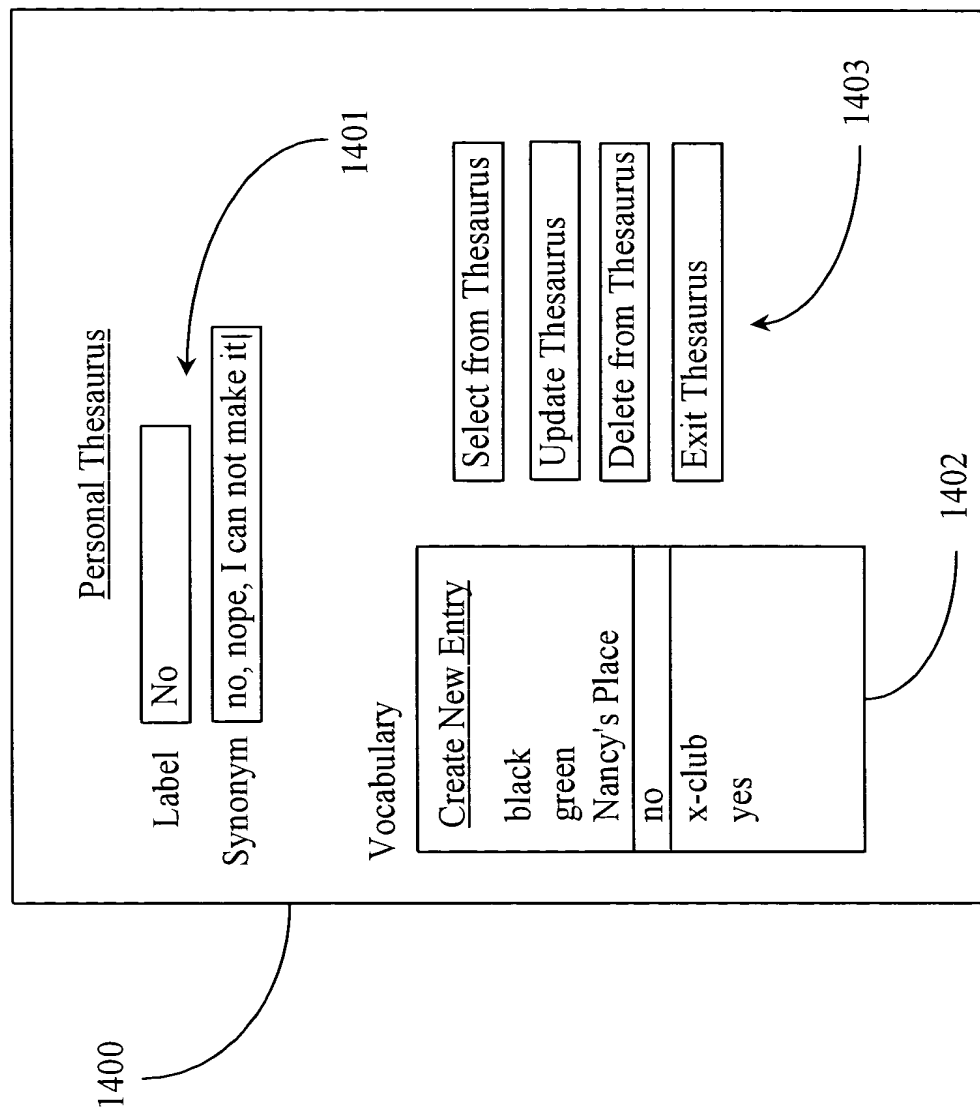


Fig. 14

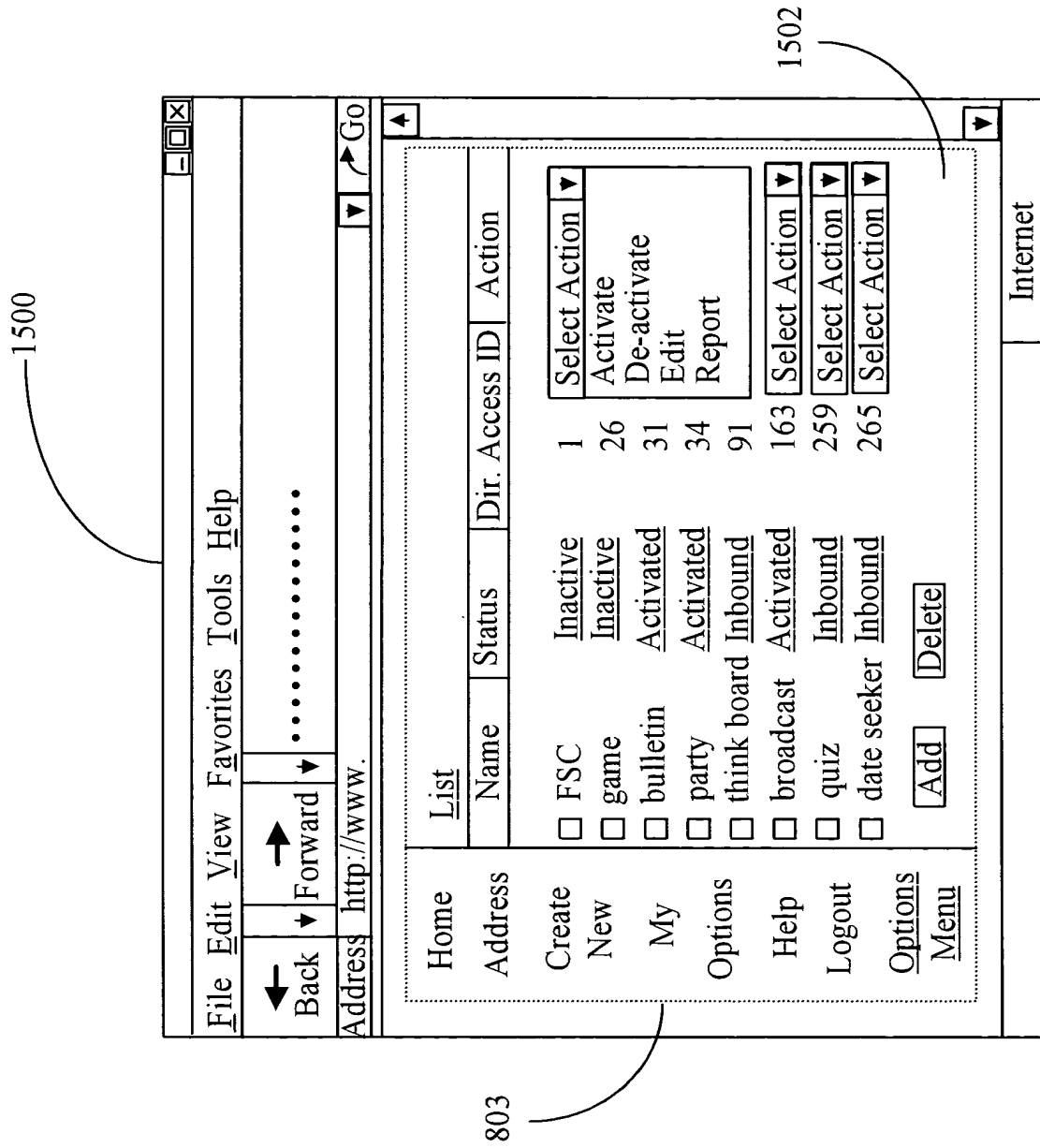
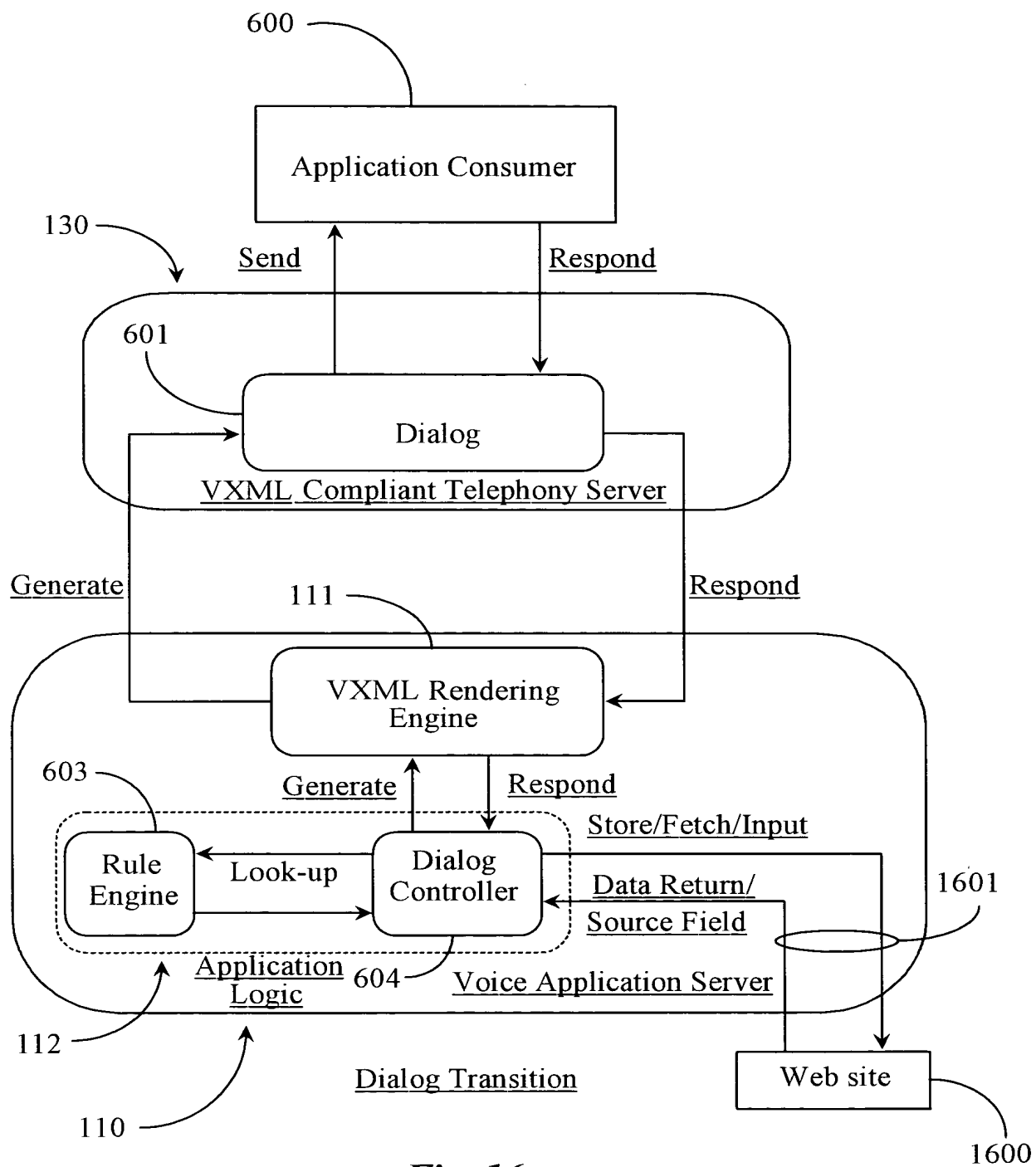


Fig. 15



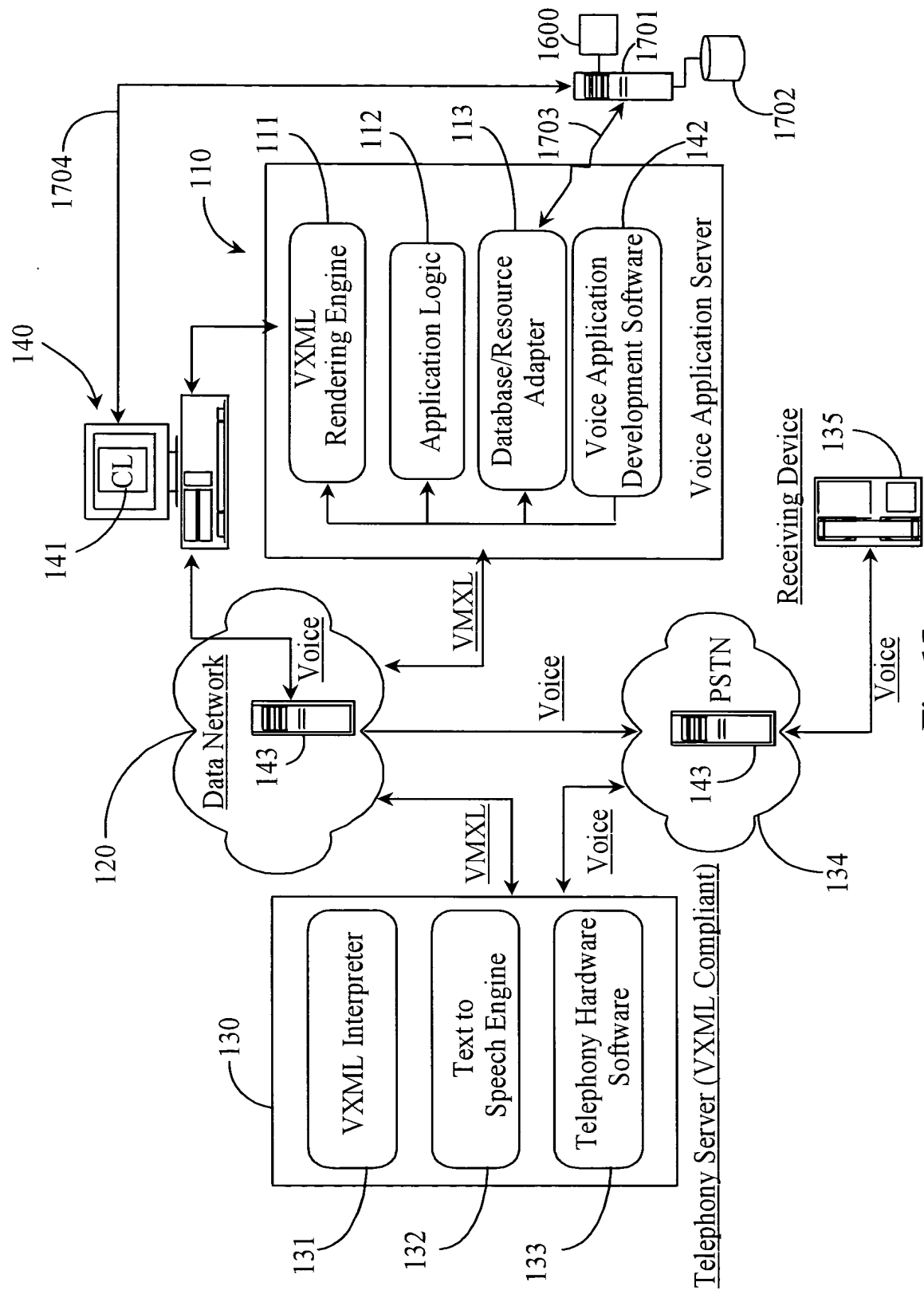


Fig. 17

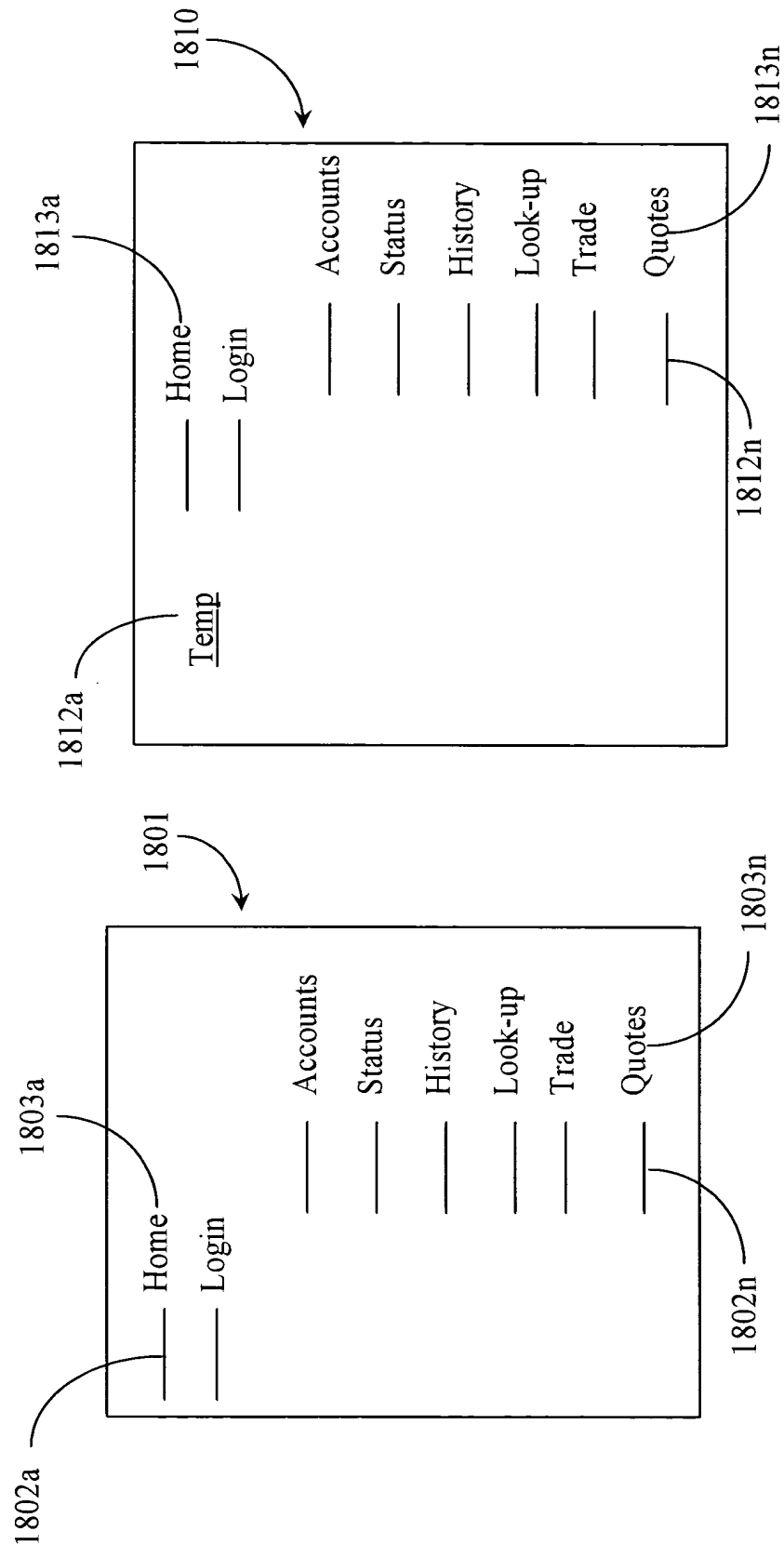


Fig. 18

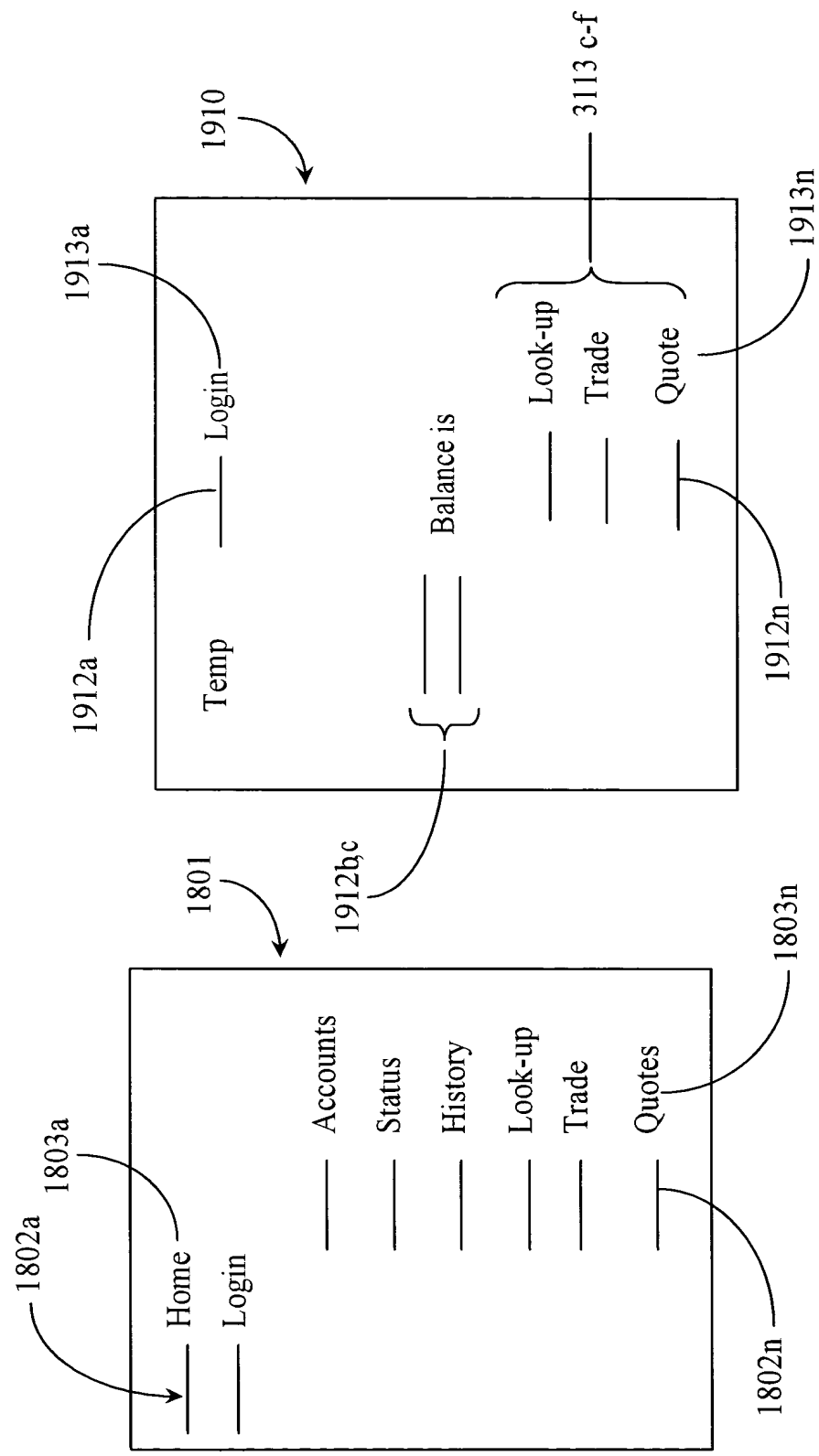


Fig. 19

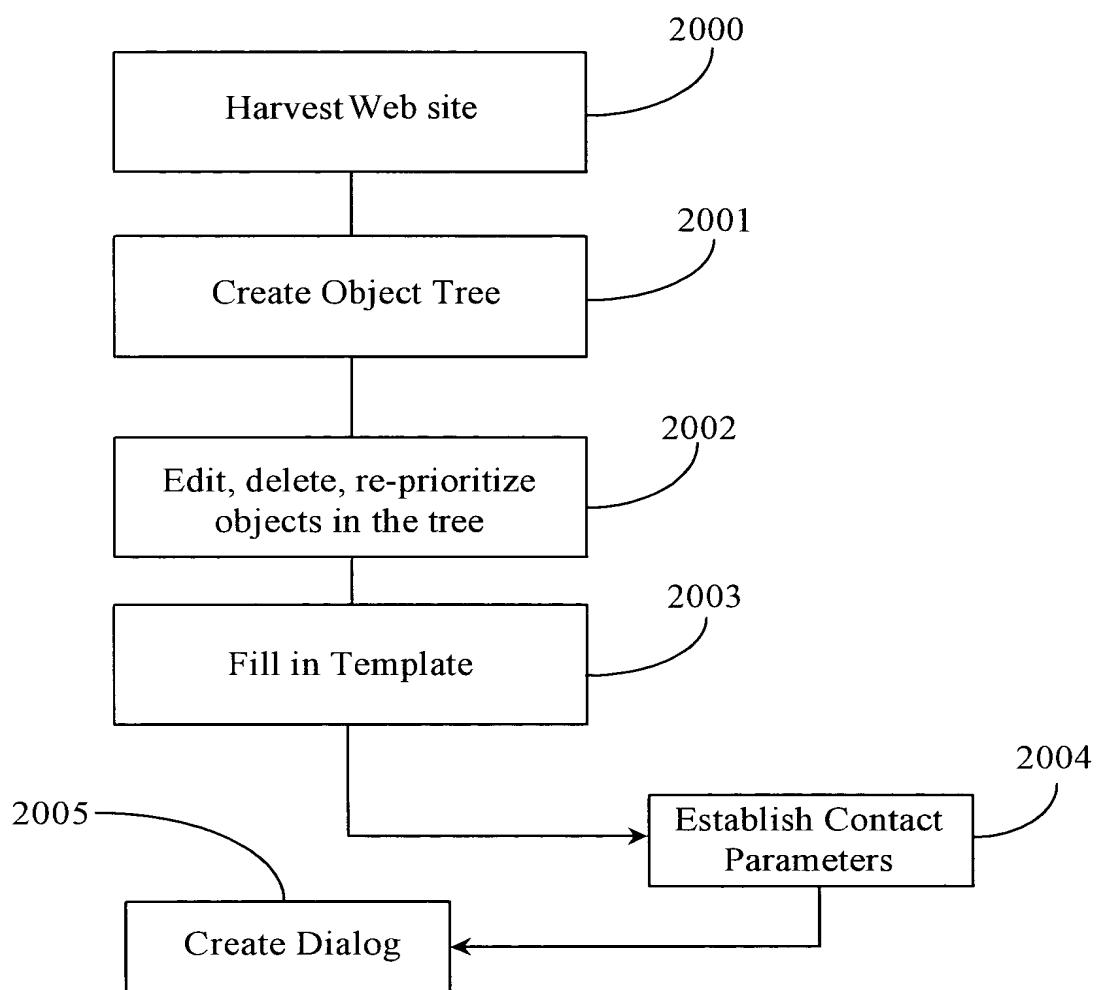


Fig. 20

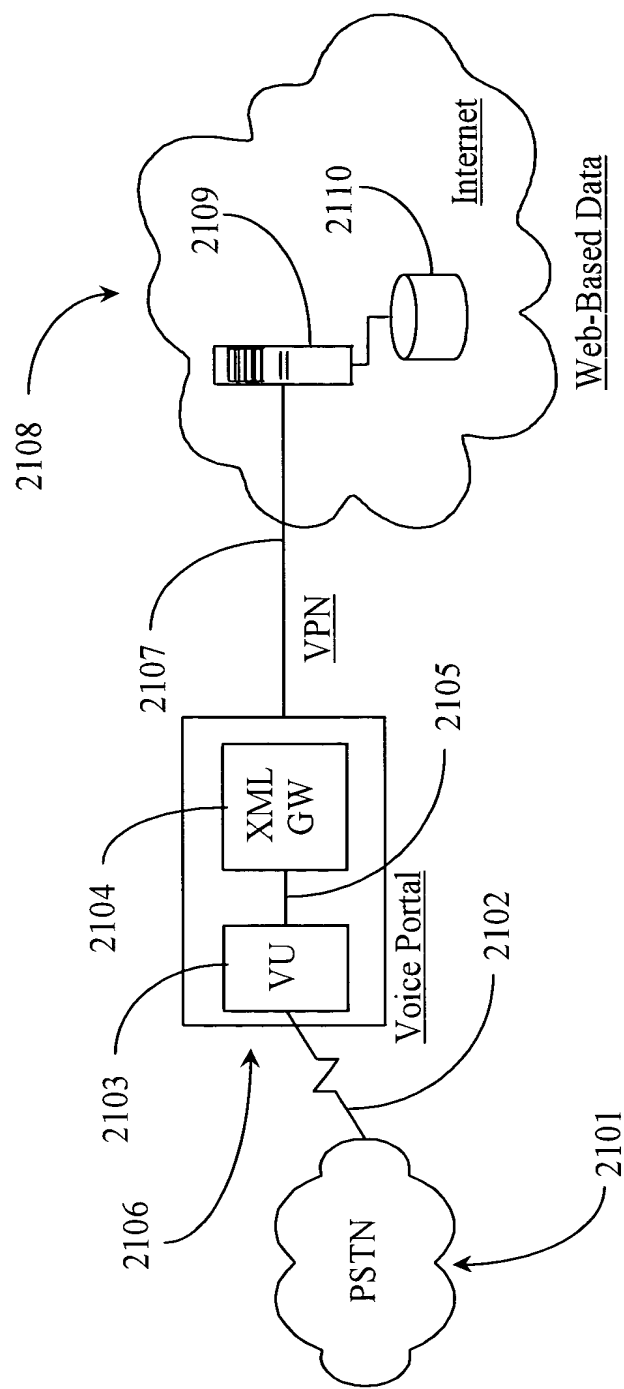


Fig. 21

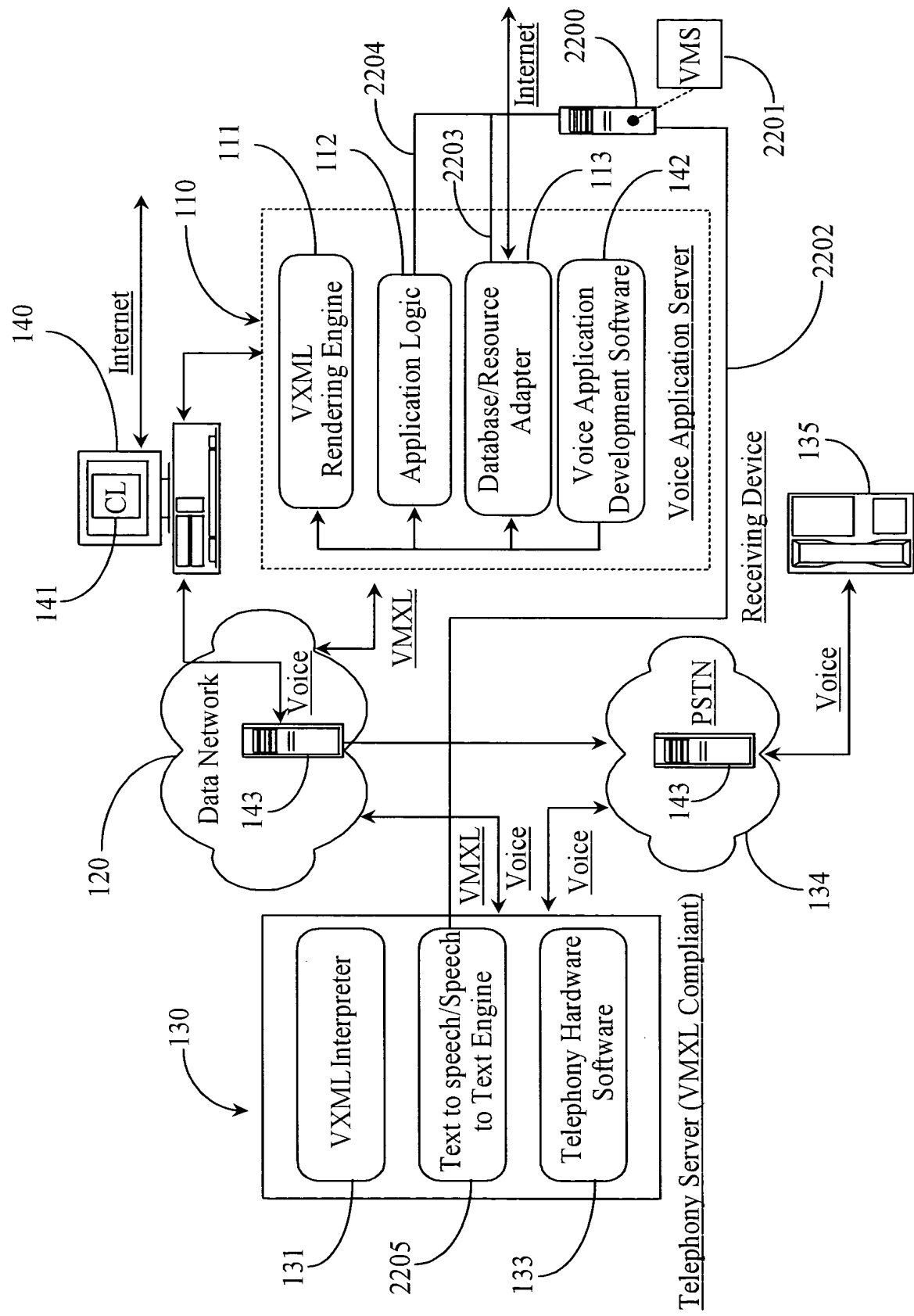


Fig. 22

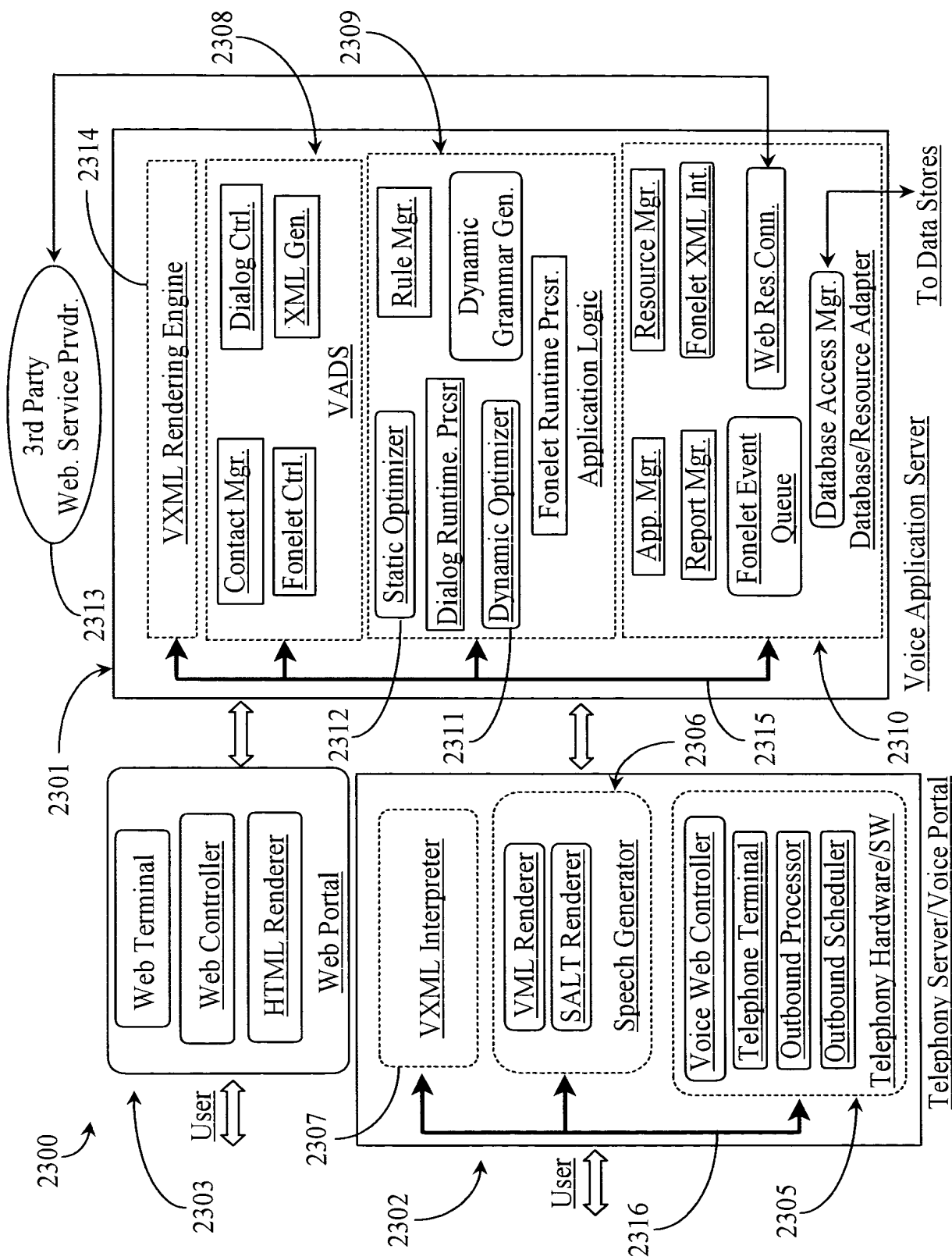


Fig. 23

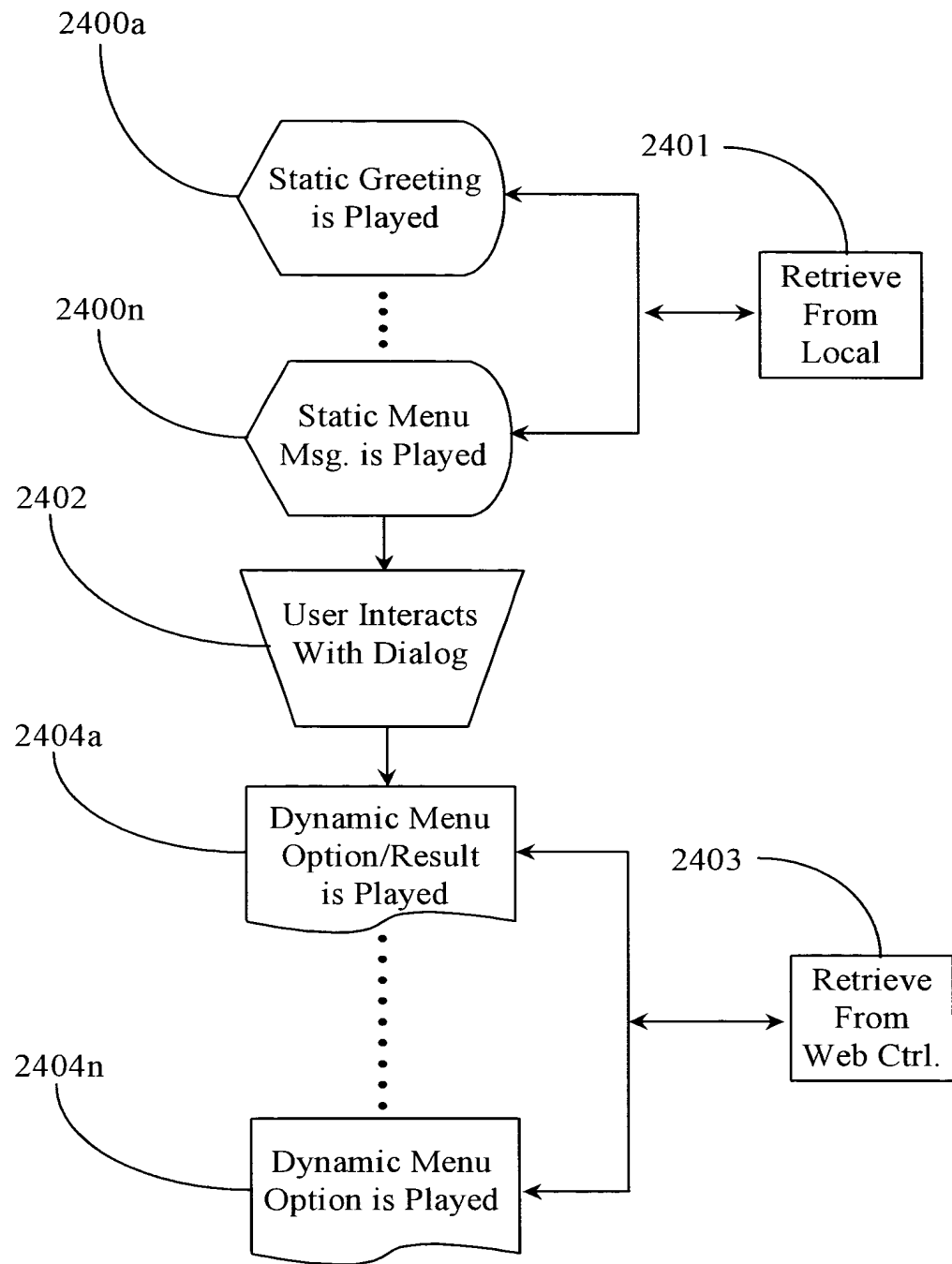


Fig. 24